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**CITY OF RIVERSIDE**  
**HUMAN RESOURCES DEPARTMENT**  
**CLASSIFICATION SPECIFICATION**

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**TITLE: SENIOR CLAIMS ADMINISTRATOR**

**DEFINITION**

Under general supervision, to assist in the coordination of the City's self administered Workers' Compensation program; to aid in the supervision of the claims handling and settlements of claims; to communicate with Claims Administrators, physicians and attorneys to resolve claims issues; and other related duties as required.

**DISTINGUISHING CHARACTERISTICS**

This is the advanced journey level class in the professional Claims Administrator series. This class is distinguished from the Claims Administrator by the administrative responsibility for the divisions' work group; for providing workers' compensation expertise in an advisory role to supervisory and management staff; for performing difficult and complex work involving research, analysis and the preparation of sound recommendations; and by the lead responsibility over para-professional and professional level subordinates an acting responsibility during absences of the Workers' Compensation Manager. Incumbents in this class are expected to use independent judgement and frequently and independently carry out general administrative assignments.

**REPORTS TO:** Workers' Compensation Manager

**SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Workers' Compensation Manager. May exercise lead supervision over professional, para-professional, technical and administrative support staff.

**EXAMPLES OF DUTIES**

Typical duties may include, but are not limited to, the following:

- Review, examine and adjust Workers' Compensation claims.
- Receive and record all claims and determine compensability.
- Authorize medical treatment and/or change of physician utilizing California State Workers' Compensation law.
- Compute and authorize payments according to California Labor Code.
- Set reserves.
- Advise employees and dependents of entitlement to Workers' Compensation benefits under State law and City policy.
- Exercise lead responsibility over Workers' Compensation staff as assigned.
- Arrange special investigations and medical examinations.
- Advise supervisors and managers regarding procedures and reporting deadlines involving work related injuries.
- Coordinate with staff to contact injured employee to explain benefits and legal rights under the Labor Code.
- Prepare subrogation and litigation cases and correspond with doctors and attorneys on litigated cases.

- Serve as custodian of records; produce records and attest to validity under the direction of the court by subpoena.
- Serve as liaison between the Human Resources Workers' Compensation Division and Information Technology and other work units/functions in the City as assigned.
- Develop documentation for claim reports by requesting substantiating reports from physicians, supervisors and witnesses.
- Compile pertinent facts, make thorough analyses, and arrive at sound decisions.
- Serve as acting Workers' Compensation Manager as required.

## QUALIFICATIONS

### Knowledge of:

- State of California Labor Code and Workers' Compensation law.
- Medical terminology, anatomy and technical terminology used in the medical profession related to the cause and treatment of occupational injuries and diseases.
- Investigative techniques, methods and procedures.
- Principles and practices of supervision and performance appraisal.

### Ability to:

- Compile pertinent facts, make thorough analyses of Workers' Compensation claims and arrive at sound decisions.
- Understand, interpret and apply State Labor Code, Workers' Compensation Law, and City regulations.
- Establish and maintain effective working relationships with persons within and outside of the organization.
- Communicate clearly and concisely, both orally and in writing.
- Select, train, supervise and evaluate subordinates.

### Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to an Associate Art Degree (60 semester units or 90 quarter units) from an accredited college in business or public administration or a closely related field.

Experience: Three years of responsible experience in the reserving, adjusting, analyzing and settling claims in a self-insured environment, one year in a lead capacity.

**MEDICAL CATEGORY:** Group 1

## NECESSARY SPECIAL REQUIREMENT

Possession of an appropriate, valid class "C" California Motor Vehicle Operator's License.

Possession of a California State Certification of Claims Administrator.

## CAREER ADVANCEMENT OPPORTUNITIES

**FROM:** Senior Claims Administrator

**TO:** Workers' Compensation Manager